



JOB POSTING

Interested candidates should send their resume via regular mail, email (*as a Word document*) or facsimile to the address or phone number shown above. The Office of the Attorney General is an Equal Opportunity Employer.

Job Description Consumer Protection Division Telephone Position

Telephone Representative is responsible for answering incoming calls on the main line for the Attorney General's Consumer Protection Division.

Qualifications:

- Professional telephone demeanor
- Excellent oral communication skills
- Excellent reasoning and listening skills
- Ability to maintain reliable and regular attendance
- Be accurate with numbers and spelling
- Be able to handle difficult calls calmly and courteously

Essential Duties:

- Answer incoming calls promptly, courteously and professionally
- Maintain pleasant attitude with each call
- Work scheduled hours with punctuality
- Accurately document each call
- Route calls to correct agency or individual
- Print labels and prepare mailings to consumers

Additional Duties:

- File consumer folders numerically
- Open incoming mail, date stamp and distribute to appropriate mailboxes
- Send faxes and make copies of documents when required

Physical Requirement:

- Must be able to sit at designated workstation for extended periods of time
- Use an operator's headset while at the workstation
- Be able to type information into database forms